EXPRESSION OF INTEREST (EOI)

Invitation of quotation rates for Implementation of Ticketing Tool under RAPDRP/IPDS Framework

1. Introduction

BESCOM invites Expression of Interest (EOI) from eligible agencies for procurement of 50 additional concurrent licenses of Service Management Automation X (SMAX) along with comprehensive support and maintenance services. BESCOM is presently utilizing 5 SMAX licenses from OpenText, and the additional licenses are intended to meet the operational requirements of all ESCOMs. The selected System Integrator (SI) shall quote for the OpenText Ticketing solution for 50 concurrent licenses and shall ensure end-to-end support, including installation, configuration, and maintenance. The SI shall also be responsible for upgrading the solution to the latest versions, including all patches, hotfixes, and updates released by the OEM during the contract period, at no additional cost to BESCOM.

Current System Overview/ User Base of ESCOMs

The 50 concurrent licenses shall cater the following users who update/modify/resolve the tickets.

- L1 Users: 30
- L2 Users: 93
- L3 Users: 15

Each concurrent license shall support at least 2,000 configured users per license. The licenses shall cater to a minimum of 10000 (approx.) initially for end user who raise the tickets.

2. Scope of Work

- Incident Management
- Service Request Management
- SLA Monitoring & Escalation
- Priority-based Ticket Categorization (P1/P2/P3/P4)
- Dashboard & MIS Reporting
- Data Migration
- Training & Knowledge Transfer

3. Detailed Technical Specifications

- The solution must comply with ITIL-based IT Service Management framework.
- Web-based centralized architecture with role-based access control.
- Integration capability with Active Directory / LDAP for authentication.
- Auto ticket generation from email and monitoring systems.
- Configurable workflows for Incident, Service Request, Problem and Change Management.
- SLA configuration with automated escalation matrix.
- Comprehensive MIS dashboards with export functionality (PDF/Excel).

- Audit trail logging and compliance reporting.
- High availability architecture with DR capability.
- Scalability from 50 concurrent licenses to 100+ without architecture redesign and support at least 2000 authenticated end users per concurrent license**.**

4. Maintenance and BESCOM-Specific Configuration Requirements

4.1 Maintenance Services

- Preventive maintenance of application and database.
- Periodic patch updates and security upgrades.
- Version upgrades with backward compatibility.
- Performance tuning and optimization.
- Backup management and Disaster Recovery (DR) testing.
- Database health check and archival management.

4.2 BESCOM-Specific Configuration Requirements

- Customization of workflows as per BESCOM's escalation hierarchy (Corporate Office, Zones, Circles, Divisions).
- Configuration of SLA matrix aligned with BESCOM operational requirements.
- Integration with BESCOM Active Directory for authentication and role-based access.
- Role-based access control aligned to L1, L2, L3 and End Users structure.
- Custom dashboards for BESCOM management including Zone-wise, Circle-wise ticket analytics.

5. Licensing and ATS Period

The selected bidder shall provide licenses along with Annual Technical Support (ATS) for the period of 5 years. The ATS shall include application support, upgrades, configuration changes, performance tuning, and security compliance updates.

6. Performance & Scalability

The bidder shall ensure:

- System supports at least 2,000 configured users per license
- Minimum 50 simultaneous active sessions without performance impact
- Scalability to increase concurrent licenses to 100+ without architecture redesign
- The bidder must clearly specify the cost of incremental concurrent licenses.

7. Training

The selected bidder / System Integrator (SI) shall be responsible for providing comprehensive training to all categories of users across ESCOMs for effective utilization of the Ticketing Tool.

8. Commercials & BOQ

Sl NO	Solution Proposed	Qty	Cost Per license	GST	Total Cost (inclusive of GST)
1	OpenText SMAX concurrent Licenses	50			
2	ATS for 5 Year	50			
3	One Time Implementation	Lump sum	-		
4	Infrastructure Charges if any	Lump sum			
Grand Total					

- EOIs shall not be considered in case of:
    - Incomplete or non-compliant submissions
    - Misrepresentation of facts
    - Conflict of interest
    - Submission after the deadline
- Confidentiality: All information provided by the Tender inviting authority must be treated as confidential. BESCOM may at its own discretion may use the price discovered from the EOI for any projects/works/activities/tenders.
- Issuance of this EOI does not constitute a commitment to award or proceed with procurement.
- Breakup of prices shall be provided upon request from BESCOM for the quoted price in EOI.
- Validity: Price quoted shall remain valid for a period of 180 days from the date of submission of this EOI.
- Right to Reject: EOI inviting authority reserves the right to reject any or all EOIs without providing reasons.
- This EOI shall be cancelled after discovering price without any further notice.